

Carillion's widespread workforce works together with Skype for Business

Carillion is a company that has championed sustainability and flexible working for some time. It believes in the right tools for the job and is rolling out Microsoft Skype for Business to its widespread workforce.



Looking to improve communications

Carillion is determined to minimise travel for meetings, for reasons of financial as well as environmental cost, while still helping its people work effectively. The company encourages flexible working and is intent on giving employees all the tools they need to increase productivity and ensure effective collaboration in line with the digital workplace strategy led by Ignacio Llorden, Group CIO. The company understands the importance of face-to-face meetings and wanted to find a low-cost way for people to communicate effectively without the drawbacks of energy-inefficient, costly business travel.

“As part of our group-wide ICT strategy, we took the decision to implement Skype for Business as the key enabler underpinning our digital workplace, providing us with the primary audio & video conferencing solution, and replacing our existing fixed telephony entirely. Particularly when you consider how widespread our workforce is around the country, we had to have a good reliable service.”

Ignacio Llorden, Group CIO, Carillion



“ It all adds up to giving our people more ability to get their work done. The intangible benefits are even greater. It’s much better to be able to see who you’re taking to. ”

Ignacio Llorden, Group CIO, Carillion



O₂ customer story

Adopting O₂'s solution for flexible working

O₂ had already worked on a migration project with Carillion to deploy smartphones across their employee base, introducing connectivity to all personnel, so was an existing supplier when Carillion chose to look for a solution.

“We’ve always had a relationship with O₂ where we can talk through the options and find an innovative solution, so following competitive dialogue, we entrusted them with rolling out Skype for Business initially to 5,000 and we eventually plan to extend to over 9,000 users.”

“We’re in the process of cutting down a lot of the travel for meetings which will mean both cost savings and people using their time more productively” says Ignacio Llorden. “It’s easy to set up a call with anyone and there are no hidden costs. It’s simple and straightforward to use but sophisticated in terms of capabilities. People like it.”

Carillion adopted conference calling and flexible working fairly early on. The switch to Skype for Business has been smooth as employees already appreciate the benefits of conference calling but now they benefit from the ability to:

- _ Have meetings and calls with anyone, even if they’re not on Skype for business
- _ See contacts’ online status and send instant messages (IM)
- _ Attach a file to an IM during a call
- _ Share screens and work collaboratively on a document, presentation or spreadsheet

“If you’re trying to manage a team or develop a relationship with people remotely you need to be able to see them. Under the old arrangements you’d have to find and book a videoconferencing room and so on. We don’t use video calling all the time but it’s easy to add when you do want it.”



About Carillion

Carillion is a leading international integrated support services business, employing over 46,000 people in the UK, Canada and Middle East. The company's annual revenues are more than £4bn.

Although Carillion's roots are in construction, today the company provides all the services needed to create and manage places which play a vital part in national economies and local communities. The company is involved at every stage, from the initial project finance and design, to construction, maintenance and facilities management. These range from buildings, to transport and power networks.

Carillion has long championed sustainability and flexible working. The business is involved in Ready For Work, which supports some of the most disadvantaged people entering employment and it has work experience placements for wounded service personnel.

Read more customer stories at:
www.o2.co.uk/enterprise/insights

Published in October 2016. All information is correct at time of going to print.
Telefónica UK Limited Registered in England no. 1743099.
Registered Office: 260 Bath Road, Slough, SL1 4DX

“People feel more part of a team using videoconferencing for internal calls too. If you have a team like I do that's all over the country it's difficult to get together on a regular basis. Skype for business helps overcome that.”

Ignacio Llorden, Group CIO, Carillion

